

## WHOLESALE PERFORMANCE MEASURES AND STANDARDS

<b>ORDERING AND PROVISIONING MEASURES AND STANDARDS</b>		
1	Firm Order Commitment ("FOC") Receipt	A measure and standard reflecting the percentage of FOCs a customer receives within a standardized interval during a specified time period expressed as a percentage of the total number of Access Service Requests ("ASR") the customer submits during the same period; separate standards may be required for each service offered
2	FOC Receipt Past Due	A measure and standard reflecting the percentage of a customer's unconfirmed ASRs (i.e., ASRs for which a customer has not received an FOC) during a specified time period expressed as a percentage of the total ASRs the customer submits during the same period
3	ASR Request Date To In-Service Date	A measure and standard reflecting the percentage of a customer's circuits installed within a standardized interval during a specified time period expressed as a percentage of the total number of ASRs the customer submits during the same period (excluding verified "customer not ready" ("CNR") situations)
4	Offered As Compared to Requested Due Dates	A measure and standard reflecting the percentage of requested due dates included in the ASRs a customer submits during a specified time period with which a LEC agrees to comply expressed as a percentage of the requested due dates included in all of the ASRs the customer submits during the same period
5	On Time Delivery	A measure and standard reflecting the percentage of circuits that are completed on FOC due dates during a specified time period expressed as a percentage of the total number of FOC dates falling within the same period (excluding verified CNR situations)
6	Average Number of Days Late	A measure and standard reflecting the average number of days that circuits installed for a customer during a specified time period were installed after FOC due dates (excluding verified CNR situations)
7	Comparative Measure of the Average Requested Interval, Average Offered Interval, and Average Installation Interval	A measure and standard designed to show at a glance the interrelationship of average requested, offered and actual installation dates
8	Past Due Circuits	A measure and standard reflecting the total number of circuits that were not installed for a customer on or before the FOC due date as of the last day of a specified time period (excluding verified CNR situations)
9	New Circuit Failure Rate Trouble Reports	A measure and standard reflecting the rate of trouble reports on circuits installed for a customer during a specified time period expressed as a percentage of the total number of circuits installed for the customer during the same period (excluding verified "customer related trouble" ("CRT"))

<b>MAINTENANCE AND REPAIR MEASURES AND STANDARDS</b>		
1	Failure Rate	A measure and standard reflecting the percentage of a customer's circuits that fail during a specified time period expressed as a percentage of the total number of circuits in service at the end of the same period (excluding new circuits and excluding verified CRT)
2	Mean Time to Repair	A measure and standard reflecting the average amount of time it takes a LEC to repair the failed circuits of a customer during a specified time period (excluding time for customer related delays or other valid delays)
3	Repeats	A measure and standard reflecting the percentage of a customer's circuits on which trouble occurs more than once during a specified time period expressed as a percentage of the total number of circuits in service at the end of the same period (excluding CRT)
4	Network Availability	A measure and standard reflecting the percentage of time a customer's circuits are available for use during a specified time period expressed as a percentage of the total time available on all circuits during the same period (excluding unavailability due to CRT)